

## A CONCEPTUAL MODEL FOR PUBLIC VALUE OF E-GOVERNMENT IN INDIA



www.arseam.com

**Irshad Ahmad<sup>1</sup>**

Research Scholar, Department of Business  
Administration, Faculty of Management  
Studies and Research, Aligarh Muslim  
University, Aligarh

**Dr. Saboohi Nasim<sup>2</sup>**

Assistant Professor, Department of Business  
Administration, Faculty of Management  
Studies and Research, Aligarh Muslim  
University, Aligarh

### Abstract

The concept of public value is more and more being used for assessing the performance of public organizations on the creation of public value for citizens. It is used to measure the total impact of government services to citizens in terms of the value it creates. This concept is enormously valuable for government in improved policy decision making and building a better relationship between government and citizens. The concept of Public value has been understood in general and in the domain of E-Government and applied to identify the major determinates of public value. After extensive review of literature, four major public value creation drivers including (a) Delivery of Quality Public Services, (b) Effectiveness of Public Organizations, and (c) Development of Public Trust (d) Achievement of Socially Desirable Outcomes are found to be the main determinants for creation of public value of E-Government. And finally, these four determinants have been used to propose a conceptual model to assess the public value of E-Government in India.

To demonstrate the purpose of the present study, an extensive and systematic review of literature related to public value of E-Government from various secondary data base has been undertaken. To identify the determinants of public value of E-Government, more than 100 relevant research papers from reputed Journals like Emerald, Elsevier, Government information Quarterly, Springer were reviewed, of which 15 papers assessing E- Government frameworks, 11 papers assessing public value of e-government were picked for detailed review.

The detailed analysis of the reviewed relevant literature points out that the existing frameworks measuring public value of e-government are inappropriate for use in developing countries,

particularly in India. The analysis shows that the public value framework to be applied in India would be different from the other public value frameworks adopted in different countries. Therefore, it is essential to develop a revised framework in order to adequately evaluate the public value of e-government in India.

The study is confined to published research papers which are available to us from chosen databases is the foremost limitation of this paper. There may be some published articles which could not be brought to our attention. Consequently, interpretation of the proposed model in this study on public value of e-government in India may be to some extent limited.

This research paper contributes to e-government research by developing a theoretical framework for evaluating the performance of e-government with the use of the concept of public value. From the wide review of relevant literature available, the four major factors were found that have possibly significant effect on the public value of e-government. Supplementary, an empirical study is hence considered necessary to examine whether all of these factors contribute significantly to public value of e-government. It is strongly expected that there is a significant relationship between the proposed factors and public value of E-government.

**Keywords:** E -Government, Public Value, Evaluation, G2C, India